Ring Group Analytics

Last Modified on 03/18/2020 1:15 pm EDT

Navigate to **Reporting > Ring Group Analytics**.

The Ring Group Analytics Report allows call center managers to view all information regarding Ring Groups and queues.

Main Menu:

To run a report, select the desired **Ring Group(s)** and corresponding **Reports**.

Populate a **Start Date** and **End Date** for the report.

Click **Render Report** once search criteria is populated.

Report results are displayed on screen for each selected report. **Export to CSV** is available at the top of each individual report as well.

Ring Group Reports

There are nine available reports within the Ring Group Analytics menu. Select the desired reports(s) or click **Select All Reports** to return all available data.

- Ring Group Summary - Dispositions
- Ring Group Summary - Callback Details
- Service Level Compliance
- Call Volume Details by Hour
- Call Volume Details by Day
- Call Volume Details by Ring Group
- Call Volume Details by Agent
- Call Volume Details by Agent by Hour
- Call Volume Details by Ring Group by Day
- Ring Group Call Details

Ring Group Summary - Dispositions

This report provides the most basic information about a Ring Group:

- Disposition Type
- Number of Abandons
- % of Total Calls
- % of Abandoned Calls (when the caller enters the Ring Group and hangs up while on hold, or the maximum hold time for the ring group is reached)

RING GROUP SUMMARY - DISPOSITIONS			
Disposition Type	Number of Abandons	% of Total Calls	% of Abandoned Calls
Hangup	17	31.48%	70.83%
Overflow	1	1.85%	4.17%
Breakout	6	11.11%	25.00%

Ring Group Summary - Callback Details

This report provides the following metrics:

- Ring Group name
- Answered Calls
- Requested Callbacks - Number of calls that requested a callback instead of remaining on hold.
- % of Callback Calls
  - **Note:** Callbacks handed to an agent that go to the caller's voicemail are considered answered.
- Average Callback Request Time – Amount of time a caller is on hold in the Ring Group before pressing the option to request a callback. Technically, a caller who has requested a callback and has hung up is still 'in the Ring Group.'
- SLA Compliance – Measured against the hold time prior to an agent returning the call.
- Average Hold Times – Average time a caller waits to receive a callback.

RING GROUP SUMMARY - CALLBACK DETAILS						
Ring Group	Answered Calls	Requested Callbacks	% of Callback Calls	Average Callback Request Time	SLA Compliance	Average Hold
8888	30	18	100.00%	00:00:13	77.78%	00:00:28
TTLS / AVGS:	30	18	(100%)	00:00:13	77.78%	00:00:28

Service Level Compliance

This report shows the percentage of calls answered within the Service Level Agreement (SLA) interval set for the Ring Group. The SLA interval is the target answer time for a call and is customized in **Call Routing > Ring Groups**.

Note: This report can only be run on a single Ring Group at a time.
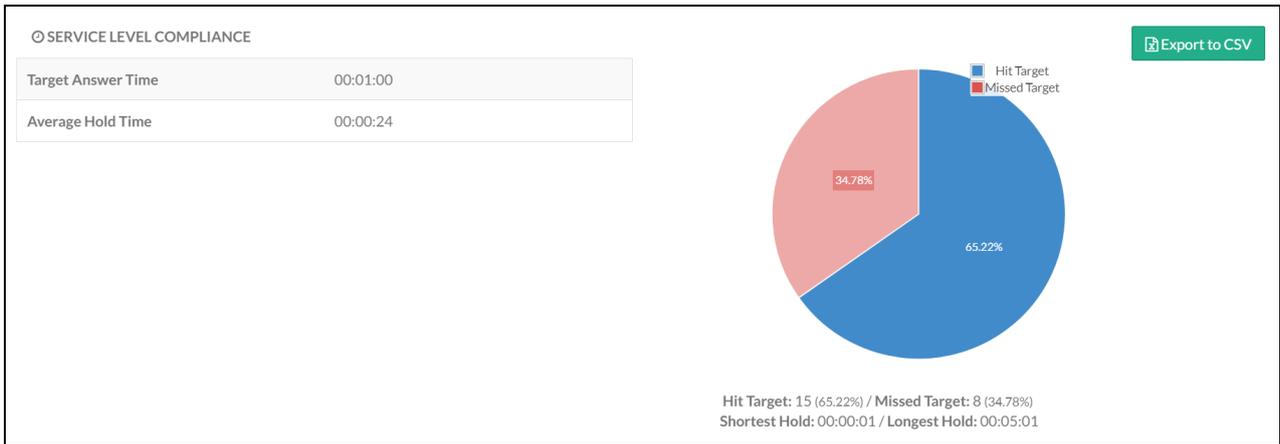
Call Volume Details by Hour

This report shows the number of answered and abandoned calls during any one hour period of the day. Abandoned calls display in red, while answered calls display in blue. This report also displays an additional table detailing each hour and includes Average Hold Time, SLA Compliance Percentage, and Agents Available.

Time	Total Calls	Answered	Abandoned	Average Hold	SLA Compliance	Agents Available
00:00 - 01:00	-	-	-	-	-	-
01:00 - 02:00	-	-	-	-	-	-
02:00 - 03:00	-	-	-	-	-	-
03:00 - 04:00	-	-	-	-	-	-
04:00 - 05:00	-	-	-	-	-	-
05:00 - 06:00	-	-	-	-	-	-
06:00 - 07:00	-	-	-	-	-	-
07:00 - 08:00	-	-	-	-	-	-
08:00 - 09:00	1	0	0	00:00:00	N/A	N/A
09:00 - 10:00	4	2	2	00:01:21	N/A	N/A
10:00 - 11:00	5	3	2	00:00:10	N/A	N/A
11:00 - 12:00	3	3	0	00:00:12	N/A	N/A
12:00 - 13:00	-	-	-	-	-	-
13:00 - 14:00	4	3	1	00:00:08	N/A	N/A
14:00 - 15:00	3	3	0	00:00:47	N/A	N/A
15:00 - 16:00	3	3	0	00:01:06	N/A	N/A
16:00 - 17:00	2	0	2	00:00:39	N/A	N/A
17:00 - 18:00	-	-	-	-	-	-

Hovering the mouse over any specific bar in the graph illustrates the number of calls for that hour.
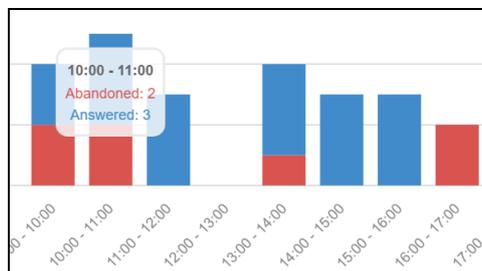
Call Volume Details by Day

This report shows the same data as the Call Volume Details by Hour report, but displays calls by day of the week. Hovering the mouse over any particular bar in the graph shows the number of daily calls.

Day	Total Calls	Answered	Abandoned	Average Hold	SLA Compliance	Agents Available
Sunday	-	-	-	-	-	-
Monday	3	2	1	00:00:04	N/A	N/A
Tuesday	4	2	2	00:00:21	N/A	N/A
Wednesday	3	3	0	00:00:08	N/A	N/A
Thursday	6	4	2	00:01:10	N/A	N/A
Friday	9	6	3	00:00:10	N/A	N/A
Saturday	-	-	-	-	-	-
TTLS / AVGS:	25	17	8	00:00:23	N/A	N/A

Call Volume Details By Ring Group

This report displays information regarding different Ring Group activity. This report is ideal for comparing Ring Group metrics. The table includes min/max/avg talk time as well as the Ring Group's total answered calls as a percentage of all calls.

☁ CALL VOLUME DETAILS BY RING GROUP   [🖹 Export to CSV]

Ring Group	Answered Calls	% of Calls	SLA Compliance	Average Hold	Min Talk Time	Max Talk Time	Avg Talk Time	Ttl Talk Time
☁ 2001: A: Sales	16	94.12%	N/A	00:00:25	00:00:16	00:25:48	00:06:43	01:47:23
☁ 2008: A: General IT Services	1	5.88%	N/A	00:00:37	01:19:04	01:19:04	01:19:04	01:19:04
TTLS / AVGS:	17	(100%)	N/A	00:00:26	00:00:16	01:19:04	00:10:59	03:06:27

Call Volume Details By Agent

This report displays information regarding agents who took a call from the selected Ring Group. This report allows for comparison between agents. The table includes min/max/avg talk time as well as the agent's total answered calls as a percentage of all calls.

CALL VOLUME DETAILS BY AGENT

<div style="text-align:right">Export to CSV</div>

Agent	Answered Calls	% of Calls	SLA (Answered)	Min Talk Time	Max Talk Time	Avg Talk Time	Ttl Talk Time
JU Jared Umbridger	2	11.76%	N/A	00:00:16	00:06:03	00:03:10	00:06:19
AM Amber Myersmith	14	82.35%	N/A	00:01:04	00:25:48	00:07:14	01:41:04
Chase Tillison	0	0%	N/A	00:00:00	00:00:00	00:00:00	00:00:00
JT Jet Tyson	0	0%	N/A	00:00:00	00:00:00	00:00:00	00:00:00
RT Ross Tarkington	1	5.88%	N/A	01:19:04	01:19:04	01:19:04	01:19:04
CT Carly Tucker	0	0%	N/A	00:00:00	00:00:00	00:00:00	00:00:00
TTLS / AVGS:	17	(100%)	N/A	00:00:16	01:19:04	00:10:59	03:06:27

Call Volume Details by Agent By Hour

This report displays which agents took calls during a specific one hour period during the day. All agents who answered Ring Group calls during the report date range are included in the table.

CALL VOLUME DETAILS BY AGENT BY HOUR

<div style="text-align:right">Export to CSV</div>

Agent	00:00 01:00	01:00 02:00	02:00 03:00	03:00 04:00	04:00 05:00	05:00 06:00	06:00 07:00	07:00 08:00	08:00 09:00	09:00 10:00	10:00 11:00	11:00 12:00	12:00 13:00	13:00 14:00	14:00 15:00	15:00 16:00	16:00 17:00	17:00 18:00	18:00 19:00	19:00 20:00	20:00 21:00	21:00 22:00	22:00 23:00	23:00 24:00	Ttl
JU Jared Umbridger	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	2
AM Amber Myersmith	-	-	-	-	-	-	-	-	-	2	3	3	-	3	2	1	-	-	-	-	-	-	-	-	14
Chase Tillison	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
TTLS / AVGS:	-	-	-	-	-	-	-	-	-	2	3	3	-	3	3	3	-	-	-	-	-	-	-	-	17

Calls Per Hour by Ring Group by Day

This report displays which Ring Groups took calls during a specific one hour period during the day. All answered Ring Group calls during the report date range are included in the table.

Date	00:00 01:00	01:00 02:00	02:00 03:00	03:00 04:00	04:00 05:00	05:00 06:00	06:00 07:00	07:00 08:00	08:00 09:00	09:00 10:00	10:00 11:00	11:00 12:00	12:00 13:00	13:00 14:00	14:00 15:00	15:00 16:00	16:00 17:00	17:00 18:00	18:00 19:00	19:00 20:00	20:00 21:00	21:00 22:00	22:00 23:00	23:00 24:00	Avg
2020-01-01																									0.0
2020-01-02																									0.0
2020-01-03												1		1											0.1
2020-01-04																									0.0
2020-01-05																									0.0
2020-01-06																									0.0
2020-01-07															1	1									0.1
2020-01-08											1	1													0.1
2020-01-09										1					1										0.1
2020-01-10										1	1			1	1										0.2

Ring Group Call Details (CDR)

This report shows all available CDRs with the selected Ring Group. The report includes typical CDR data including date/time of call, duration, and Caller ID info. Answered calls display in blue, while abandoned calls display in red.

RING GROUP CALL DETAILS

○ All Calls   ○ Abandoned Calls   [Export to CSV]

Date/Time	Type	From	To	Destination	Duration	Hold Time	Agent Answered / Disposition	Trunk	CID Name
(1) 2020-01-20 09:42:01	Ring Group	+13170000000	+13170000000	2001: A: Sales	00:01:40	00:00:05	AM Amber Myersmith	Services Group	sales:13170000000
(2) 2020-01-16 15:29:20	Ring Group	+13170000000	+13170000000	2001: A: Sales	00:07:55	00:01:30	JU Jared Umbridger	Services Group	sales:13170000000
(3) 2020-01-16 15:27:23	Ring Group	+13170000000	+13170000000	2001: A: Sales	00:01:42	00:00:06	AM Amber Myersmith	Services Group	sales:13170000000
(4) 2020-01-15 10:43:01	Ring Group	+13170000000	+13170000000	2001: A: Sales	00:06:20	00:00:06	AM Amber Myersmith	Services Group	sales:13170000000
(5) 2020-01-14 10:23:30	Ring Group	+3170000000	+3170000000	2001: A: Sales	00:00:08	00:00:01	Hang Up	Services Group	sales:SUPPORT
(6) 2020-01-13 13:07:09	Ring Group	+13170000000	+13170000000	2001: A: Sales	00:02:01	00:00:06	AM Amber Myersmith	Services Group	sales:SUPPORT
(7) 2020-01-13 09:49:07	Ring Group	+3170000000	+3170000000	2001: A: Sales	00:00:08	00:00:01	Hang Up	Services Group	sales:SUPPORT
(8) 2020-01-10 16:58:03	Ring Group	+3170000000	+3170000000	2001: A: Sales	00:00:10	00:00:03	Hang Up	Services Group	sales:SUPPORT
(9) 2020-01-10 14:20:29	Ring Group	+13170000000	+13170000000	2001: A: Sales	00:01:12	00:00:44	JU Jared Umbridger	Services Group	Sales:13170000000
(10) 2020-01-10 13:27:43	Ring Group	+3170000000	+3170000000	2001: A: Sales	00:00:09	00:00:02	Hang Up	Services Group	sales:SUPPORT

Clicking the **Date/Time** hyperlink retrieves the [In-Call Analytics](#).

Date/Time	Type	From	To	Destination	Duration	Hold Time	Agent Answered / Disposition	Trunk	CID Name
(1) 2020-01-20 09:42:01	Ring Group	+13170000000	+13170000000	2001: A: Sales	00:01:40	00:00:05	AM Amber Myersmith	Services Group	sales:13170000000